

## ABOUT DATAMARS

Datamars is the global leader for high-performance unique identification solutions, specializing in radio frequency identification (RFID) for the animal, livestock and textile identification markets. Our expertise, track record of technological innovation and profound understanding of customers' needs have earned Datamars a reputation for unsurpassed quality and performance. Datamars employs more than 900 people with offices in Europe, Asia, and the Americas. Datamars is a private company, headquartered in Bedano, Switzerland. For more information, please visit [www.datamars.com](http://www.datamars.com).

For our Animal Identification (AID) division, we are searching an experienced

## CUSTOMER CARE OFFICER

### KEY RESPONSIBILITIES

The candidate will be working in the Head Quarter of the Group managing customer activities with and on behalf of the Key Account managers of the Animal Identification Division. The role has full responsibility of the customers' orders including billing, organizing/confirming shipment (logistics) and proactively handling any enquiry or issue arising during the process. As part of the Head Quarter organization, he/she will also coordinate intercompany sales between the factories, the sales subsidiaries, the distributors and the key direct customers worldwide. The role must work in close collaboration with the sales team, the factories and the Group subsidiaries around the world. Other important activities are the support and coordination of tender submissions as well as the preparation of customers forecasts for the Supply Chain team.

The candidate is required to be multilingual, proactive and independent in all activities and will report to the Head of Group Purchasing and Supply Chain.

### MAIN DUTIES

Responsible for the following tasks:

- Full portfolio of activities related to order management and customer care Animal Identification (pet animal and livestock) in close collaboration with the Sales team
- Prepare all necessary documents related to invoicing in cooperation with Finance Departments
- Organize and follow-up shipments and customer requirements in regular cooperation with the Sales team and within our subsidiaries
- Organize, prepare and coordinate tender submissions (mainly Livestock ID division)
- Collect and manage customer forecasts

### REQUIREMENTS

The person needs to have:

- Commercial high school degree
- 5-10 years' experience in similar position
- Prior experience with global companies working across cultures and time zones
- Experience in industrial/production companies is considered a must
- Precise execution and able to independently execute and follow-up all activities
- Excellent communication skills in several languages
- Self-motivated, confident and team work oriented
- English is a must – Italian, Spanish or any other EU-language are considered a strong plus
- Working place: Bedano (TI), Switzerland

### WE OFFER

- Exposure to an international environment in a Multinational Company
- Possibility to make a difference with extensive portfolio of responsibilities at the core of the company activities
- Cross functional responsibility
- Dynamic work environment
- Competitive remuneration

# DATAMARS

Does this position meet your interest and do you have the requested skills? Then please send your complete application with motivation letter, CV, references to [recruiting@datamars.com](mailto:recruiting@datamars.com) and mention your name and "Customer Care Officer" in the subject line.  
Applications that don't fulfil the requirements will not be considered for the selection.